

Contents of the CAHPS® Clinician & Group Survey and Reporting Kit 2008

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What's in the Kit?

The *CAHPS Clinician & Group Survey and Reporting Kit 2008* provides access to the CAHPS Clinician & Group Survey as well as several documents designed to assist users in administering the survey and analyzing the results.

Please note that there are two versions of the Kit. The **only** difference is the number of response options in the frequency scale used in the questionnaires. In one version, the questionnaires use a four-point response scale (Never, Sometimes, Usually, Always); in the other version, the questionnaires use a six-point scale that adds “Almost Never” and “Almost Always” to the four options.

Sponsors of the Clinician & Group Survey are free to select the scale that best meets their needs. The four-point scale, which is the standard for CAHPS surveys, is simpler for respondents to answer and better suited to telephone administration of the survey. The six-point scale, on the other hand, has been endorsed by the National Quality Forum. This scale was used in several field tests of this survey, where it demonstrated some desirable psychometric properties.

However, the CAHPS Consortium's testing of this issue has not yet resulted in a definitive answer on the nature and extent of psychometric differences produced by employing either the four- or the six-point response scale for physician-level measurement. Consequently, both versions are available for use, and the Kits have been customized accordingly.

Instruments

The CAHPS Clinician & Group Survey asks patients to report on and rate their experiences with a specific physician and that physician's practice. The Kit includes four instruments that are available in English and Spanish:

- Adult Primary Care 1.0.
- Adult Specialty Care 1.0.
- Child Primary Care 1.0.
- Child Primary Care 2.0 (beta).

Each instrument is composed of a standard set of core items that must be administered plus a set of optional, supplemental items that sponsors can use to capture information about patients' experiences in specific areas.

Sponsors who download a survey instrument will also receive *CAHPS Clinician & Group Survey: Overview of the Questionnaires* (Document No. 350), which describes each questionnaire in greater detail.

The Kit also includes *About the Child Primary Care 2.0 (Beta)* (Document No. 1310) which offers information about the development and content of this expanded instrument.

Survey Administration Guidelines

In addition to the questionnaires, the Kit includes a number of documents to help guide you through the survey administration process:

- ***Preparing a Questionnaire Using the CAHPS Clinician & Group Survey*** (Document No. 32) explains how to prepare a questionnaire that meets your needs by adding supplemental items to the core items in the instrument. It also discusses decisions related to the response scale, the format of the questionnaire, and the translation of the questionnaire into a foreign language.
- ***Fielding the CAHPS Clinician & Group Survey*** (Document No. 33) provides guidelines and protocols for constructing a sample frame, selecting the sample, administering the questionnaire, collecting data, calculating response rates, and preparing the data to be analyzed.

The usefulness of the CAHPS Clinician & Group Survey as a tool for comparing and assessing doctors, clinics, and group practices depends on your fidelity to the guidelines presented in this Kit. In order to compare your results to those of other survey sponsors and to report comparative information based on the data drawn from the questionnaire, it is critical that you follow the guidelines as closely as possible. If you must deviate from these guidelines, please first consult with the CAHPS User Network by e-mail (cahps1@ahrq.gov) or telephone (1-800-492-9261).

The Kit also includes sample documents that you may adapt to your project as needed:

- ***Sample Notification Letters for the CAHPS Clinician & Group Survey*** (Document No. 361, includes both English and Spanish)
- ***Sample Telephone Script for the CAHPS Clinician & Group Survey*** (Document No. 362, includes both English and Spanish)

Data Analysis Programs and Guidelines

The ***CAHPS Clinician & Group Survey and Reporting Kit 2008*** includes a set of 10 SAS files that comprise the CAHPS Analysis Program, also known as the CAHPS macro. This macro allows users to analyze and statistically adjust the survey data in order to make valid comparisons among different providers.

The CAHPS Consortium updates the macro occasionally to address issues raised by users. Before you use the macro to analyze survey results, please check the CAHPS site (www.cahps.ahrq.gov) or contact the CAHPS User Network (cahps1@ahrq.gov or 1-800-492-9261) to confirm that you have the most recent version.

The Kit includes the following documents pertaining to the macro:

- ***Instructions for Analyzing Data from CAHPS Surveys*** (Document No. 2015) contains instructions on using the CAHPS macro to analyze the survey data for reporting purposes. It explains how the analytic programs work and how CAHPS survey sponsors and vendors can use the programs to interpret the results of their survey. Since these instructions are generic, in that they have been written to be useful for all CAHPS surveys, please refer to the survey-specific instructions for additional guidance on how to apply the macro to the Clinician & Group Survey.
- ***Survey-Specific Instructions for Analyzing Results from the CAHPS Clinician & Group Survey*** (Document No. 35) offers guidance on adjusting the CAHPS macro so that it can be used specifically to analyze data from the Clinician & Group Survey.

The National CAHPS Benchmarking Database (the CAHPS Database) is developing a component for the Clinician & Group Survey so that sponsors can compare their results to State, regional, and national benchmarks. It is especially important for those wishing to participate in this new component of the database to follow the technical guidelines provided in these documents; the CAHPS Database will accept submission only from those sponsors that followed official CAHPS administration protocols.

- For more information about the CAHPS Database, visit https://www.cahps.ahrq.gov/content/ncbd/ncbd_Intro.asp.
- For more information about the Clinician & Group Component of the CAHPS Database, visit https://www.cahps.ahrq.gov/content/ncbd/CG/NCBD_CG_Intro.asp.

Reporting Measures and Guidelines

The Kit includes ***Reporting Measures for the CAHPS Clinician & Group Survey*** (Document No. 309), which lists the items that constitute each of the questionnaires' reporting measures. Like other CAHPS surveys, the Clinician & Group Survey uses two types of reporting measures:

- Global ratings, which ask respondents to rate some aspect of their care on a scale of 0 to 10; and
- Composite measures, which summarize performance on two or more related survey items.

Other Sources of Useful Information

The CAHPS Web site (www.cahps.ahrq.gov) is also a source of information on the Clinician & Group Survey:

- Additional information on the history, development, status, and use of the CAHPS Clinician & Group Survey is available at

https://www.cahps.ahrq.gov/content/products/CG/PROD_CG_CG40Products.asp. Please check the site for updates and news pertaining to this survey.

- The Frequently Asked Questions (FAQs) section of the Web site (<https://www.cahps.ahrq.gov/content/cahpsOverview/faq.asp>) includes some questions about this survey. As the questionnaires are used more widely, the CAHPS Consortium will use the FAQs to address issues that come to our attention.